

Paul Flores

EXHIBIT NO. 10

From: Paul Flores
Sent: Friday, February 11, 2011 8:37 AM
To: Mark Teynor; Josh Larsen; Daun Smith; CRAIG BOWER
Cc: Tom ; Rick
Subject: FW: DEG Inquiry 3002 - Resolved
Attachments: DEG PRINT Inquiry.pdf

DATE: 3-10-2011

FILE NO. HB 265

All,

From time to time here and at MCRS meeting you will hear about the DEG. I hope that you all have had a chance to use it or at least go to the website to see what it has to offer. I have been meaning to send this email out to you all for quite some time now. This email was a successful resolution to an inquiry we submitted for labor time that was not listed in Motors for a structural part on a 2005 Honda Accord. Although it took about 11 Days to get the inquiry resolved it created a president that required the information provider to amend its database and provide labor. The process only took about 15 minutes of my time to gather the necessary information for the inquiry form, fill it out and submit it.

From: DEG Administration [mailto:Admin@DEGWeb.org]
Sent: Monday, January 10, 2011 9:13 PM
To: Paul Flores
Subject: DEG Inquiry 3002 - Resolved

Great news Paul!

Your inquiry was submitted to CCC by the DEG and we have been able to assist with a resolution. After researching the inquiry and corresponding with your Information Provider, CCC has proposed the resolution listed below which is scheduled to be added to the February 2011 DVD update. If you have any questions regarding this please feel free to contact the DEG at admin@degweb.org.

Proposed Resolution: MOTOR stated:

After review, the following changes have been made:

1. An estimated work time of 3.0 hours has been applied to the Stiffener.
2. A footnote has been applied to the Stiffener that states: "Time is after the aperture panel has been removed."

Once again, we would like to thank you for taking the time to bring this inquiry to our attention and would like you to know that your efforts to help improve the collision estimating data are very much appreciated. We hope you will choose to continue to use www.degweb.org for any inquiries you may have in the future.

Sincerely,
 Database Enhancement Gateway

Bud Center Jr.
 DEG Administration

302-423-0207
 302-450-7214 Fax



Database Enhancement Gateway

- Advocates for Accurate Collision Data -

Database Inquiry

1/3/2011

Tracking Number	3002	Date Submitted to DEG	12/30/2010 4:37:06 PM
Name	Paul Flores	Date Submitted to IP	
Title	Operations Manager	Phone	4065495400
Company Name	Ricks Auto Body	Fax	
Address		Email Address	paul@ricksautobodymissoula.com

Vehicle & Database

Inquiry Category

- ☐ Missing Information
- ☐ Parts
- ☐ Procedure Page Issue
- ☒ Welded Panel Operations
- ☐ Non-Welded Part Operations
- ☐ Refinish Operations
- ☐ All Other

Year 2005 Make Honda Model Accord Body Style 4Dr Sedan

VIN 1HGCM66515A027606

Database Audatex ☐ CCC/Motor ☒ Mitchell ☐

Product Serial#(if applicable) 11972

Database Inquiry

AreaVehicle

A-Pillar

PartName

Stiffener (A-pillar reinforcement)

PartNumber

63120SDAA00ZZ

IssueSummary

No labor time listed in database

NumberWelds

11 plug welds, 4 spot welds

ProcedureSteps

none listed, time is after outer aperture panel (A-pillar) is removed.

SuggestedAction

List labor time required to replace part.

Notes

Files